LEGO STAR WARS: THE COMPLETE SAGA

Troubleshooting Guide

NOTE: Translated customer support information for all European supported regions found in Section 10 – UK, France, Germany, Italy, Spain, & Denmark

This troubleshooting guide will provide you with information about **LEGO® *Star Wars*™ The Complete Saga**. You will find solutions to common problems that were encountered while running the game in the Windows XP and Windows Vista operating systems with DirectX 9.0c.

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-1- General Information

DISCLAIMER
This troubleshooting guide reflects LucasArts' best efforts to account for and attempt to solve problems that you may encounter while playing the **LEGO® *Star Wars*™ The Complete Saga** computer video game. The information contained herein represents

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www.lucasarts.com/games/legostarwarssaga

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WARNING PHOTOSENSITIVE SEIZURES
A very small percentage of people may possibly experience a seizure when exposed to certain light patterns, flashing lights or other visual images that appear in computer software games. If you, or anyone in your family, have an epileptic condition, consult your physician before installing or using this software. Even people who have no history of seizures or epilepsy may have an undiagnosed condition that can possibly cause a seizure while viewing a computer software game. Reported seizures may have a variety of symptoms, including lightheadedness, altered vision, eye or face twitching, nausea, headaches, jerking or shaking of arms and legs, disorientation, confusion, or any involuntary movement or convulsions.

Supported Operating Systems

To be able to play **LEGO® *Star Wars*™ The Complete Saga** you must have Windows XP or Windows Vista installed and configured correctly and your computer hardware must be

DirectX 9.0c compatible. To assure that your computer is configured correctly, you may need to install the current Windows updates, as well as the latest drivers for your particular motherboard, graphics card, and sound card.

You must be logged on with Administrative rights to properly install **LEGO® *Star Wars*™ The Complete Saga** on your computer. These rights allow a user to make changes to a computer, its settings, access rights, files, user accounts and are required to update DirectX. Before installing the game, you should consider whether a minor or other user should be granted local Administrative rights because of these capabilities. You do not need to grant these rights to play **LEGO® *Star Wars*™ The Complete Saga**.

Minimum System Requirements

Operating System

Required: Windows XP or Windows Vista

Computer

Required: 100% DirectX 9.0c compatible computer

CPU

Required: Intel P3 1.0 GHz or AMD Athlon XP
Recommended: Intel P4 3.0 GHz or AMD Athlon 64

Memory

Required: 256 MB RAM. 512 MB RAM required for Windows Vista
Recommended: 512 MB RAM. 1 GB RAM recommended for Windows Vista.

Graphics Card

Required: 128 MB Graphics card with Shader Model 2.0 Capability
Recommended: 512 MB RAM Graphics card with Shader Model 3.0 Capability

Sound Card

Required: 100% DirectX 9.0c compatible Audio Device

DVD-ROM

Required: DVD-ROM drive
Recommended: 8X Speed DVD-ROM drive

Input Device

Required: Keyboard and mouse.
Recommended: Six Button Dual Analog Gamepad

DirectX

Microsoft DirectX 9.0c (March 2009) is included on this disc. You will be prompted to install DirectX during the installation of this game if this or a more recent version is not already properly installed on your computer.

NOTE: DirectX may require the "latest" updates for your operating system. This may also include the latest drivers for your motherboard, sound, and video hardware.

Installation: Installation requires 4.5 GB of free hard drive space. We recommend that you have an additional 500 MB of free space available after installing the game for the Windows swap/page file.

You must have local Administrator rights to properly install **LEGO® *Star Wars*™ The Complete Saga** and update DirectX.

-2- General Troubleshooting

LEGO® *Star Wars*™ The Complete Saga was designed to run under Windows XP or Windows Vista with DirectX 9.0c (March 2009). If the game unexpectedly freezes up, returns you to your desktop, or if you experience any other severe problems, you should try to properly shut down Windows and reboot your computer. (As a rule, you should never turn off your computer while the hard drive is active.) This will help prevent possible problems related to the error that you have experienced. It is especially important to reboot your computer before trying any of the troubleshooting tips included in this guide and before attempting to restart the game.

Why Can't I Get the Launcher to Respond?

- The **LEGO® *Star Wars*™ The Complete Saga** disc may have been removed.
- Your optical drive may have stopped responding.
- There may be a hardware conflict in your system.
- The **LEGO® *Star Wars*™ The Complete Saga** disc may be scratched or dirty.
- Your computer may not be 100% DirectX 9.0c compatible.

Please consult DirectX Setup (Section 9) or Optical Drive Issues (Section 7) in this Troubleshooting Guide for more information.

I Cannot Launch LEGO® *Star Wars*™ The Complete Saga. What Do I Do Now?

- Check to see how much room is available on your hard drive to make sure that you have enough free space for **LEGO® *Star Wars*™ The Complete Saga** to run. It is recommended that you have at least 500 MB of free space after installing the game for the Windows swap/page file and save games.
- Check to see if you have any other applications running, such as memory managers, screen savers, or virus protection programs. Please refer to **Should I Have Other Programs Running in the Background** in this section for more information.
- Check to make sure that DirectX 9.0c (March 2009), or a newer version, is installed on

your system. Please refer to DirectX Setup (Section 9) for directions on how to install DirectX 9.0c (March 2009) after installing the game.

- Check **DirectX Setup** (Section 9) in this Troubleshooting Guide for directions on how to find out if DirectX supports your computer hardware.
- Check that you have the latest video drivers available for your machine. See **Video Issues** (Section 5) for more information.
- Check to make sure that you did not place the **LEGO® *Star Wars*™ The Complete Saga** disc into a CD-ROM drive. CD-ROM drives cannot read DVD-ROM discs.
- Check the **LEGO® *Star Wars*™ The Complete Saga** disc to see if it is dirty or scratched. The optical drive may be having trouble reading the disc. Please check **Optical (CD/DVD) Drive Issues** (Section 7) for more information.
- You may have a corrupted installation. Try uninstalling, and then reinstalling **LEGO® *Star Wars*™ The Complete Saga**
- If none of the suggestions above help, please check **Unable to Launch the Game after Installation** in **Installation** (Section 3).

What Should I Do if My Computer Goes to a Black Screen or Locks Up?

If you end up at a black screen or the game appears to lock up, press **CTRL-ALT-DEL** once, click on **Task Manager**, and then choose **END TASK** on **LEGO® *Star Wars*™ The Complete Saga**, which should take you back to the desktop. If you do not see a dialog box after pressing **CTRL-ALT-DEL**, press **ENTER** twice and this should take you back to the desktop. Then restart your computer and try running the game again.

Why Do I Keep Hearing Static in LEGO® *Star Wars*™ The Complete Saga?

- Your sound card may not be fully DirectX compatible. Please look at **DirectX Setup** (Section 9) in this Troubleshooting Guide for information about how to check for DirectX compatibility.
- You may need to update the drivers for your sound card.
- Your volume may be turned up too loud in Windows.
- Your amplified speakers may be plugged into speaker-out on your sound card.

Please consult **Sound Issues** (Section 6) in this Troubleshooting Guide for more information.

Should I Have Other Programs Running in the Background?

Generally, we have found that it is not a good idea to run any other programs in the background while playing **LEGO® *Star Wars*™ The Complete Saga**. Please turn off any active screen savers while running this game, as they may interrupt the game and cause problems. Various video, sound, or memory problems may occur if other programs are running, including virus-detection utilities. You may need to disable or close programs that start automatically when Windows is started. Some of these programs display icons on the system tray section of your taskbar. If you have icons on your taskbar, right-click on each of them and select the option to disable, unload, exit, or close them before running **LEGO® *Star Wars*™ The Complete Saga**. The next time you start your computer, these items will load once more and the icons will return. If you cannot disable them from the taskbar and you experience problems running **LEGO® *Star Wars*™ The Complete Saga**, we recommend that you consult Windows Help for information on how to remove shortcuts or how to keep other programs from running in the background.

Running on AMD Athlon 64 Dual-Core Systems

When playing **LEGO® *Star Wars*™ The Complete Saga** on a computer with an AMD Athlon 64 Dual-Core Processor, you may experience various performance or graphical issues, such as floating characters. If this occurs, we recommend that you install the Dual Core Optimizer, which is available through the Technical Resources area on the AMD website. You can access this utility in the drivers section of the AMD website.

Running on Low-End Systems

When running **LEGO® *Star Wars*™ The Complete Saga** on a low-end computer, you may experience some stuttering in the sound and graphics. This usually happens if other programs are running or your system resources are low. Freeing up system resources may improve performance. Check **Performance** (Section 4) in this troubleshooting guide for more performance tips.

Power Management

If your computer is equipped with a Power Management feature, you may want to disable it. Please consult your computer's documentation or the manufacturer for assistance in doing this. When Power Management is enabled, the following problems may occur:

- The game may crash or go to a blue screen when sleep mode activates.
- The Windows mouse cursor may not appear when the computer returns from sleep mode.
- The monitor may go to a black screen while you are playing or when sitting at one screen for long periods of time.

Desktop Color Quality

If you experience problems running the game, we recommend that you set your desktop **Color Quality** or **Colors** to **Highest (32-bit)**. When running **LEGO® *Star Wars*™ The Complete Saga** with desktop color or color quality set to a setting other than 32-bit, some video cards may experience problems launching the game or you may see graphic corruption. In most cases, switching to **Highest (32-bit)** solves these problems.

To change your desktop color quality:

- **Right-click** on the desktop where there are no icons.
  - **Windows XP:**
    - Choose **Properties** from the shortcut menu.
    - Click on the **Settings** tab.
    - Look at **Color Quality**.
  - **Windows Vista:**
    - Choose **Personalize** from the shortcut menu.
    - Click on **Display Settings**.
    - Look at **Colors**.
  - Choose **Highest (32-bit)**.
  - Click **OK** to close this window.

Administrative Rights

Some of the steps noted in this Troubleshooting Guide that require you to make adjustments to your computer, such as setting up your monitor, will not be possible to complete unless you are logged onto the computer with Administrative Rights. Without these rights, you may be unable to select the option because it is grayed out. You will be unable to install DirectX unless you are logged on with Administrative Rights.

Keyboard Functionality in Windows

When playing **LEGO® *Star Wars*™ The Complete Saga**, pressing **ALT**, **CTRL** or **SHIFT** multiple times may bring up a Windows dialog box while playing the game. This is a function of Accessibility options. For information regarding disabling this feature, please consult Windows Help.

Out of Virtual Memory Error

When playing **LEGO® *Star Wars*™ The Complete Saga** on a computer with 256 MB of RAM, you may see an **Out of Virtual Memory Error** while playing or when exiting this game. If this occurs, we recommend that you exit the game and reboot your computer to clear the memory before playing again. If the problem persists, you may want to adjust your Page file settings to allow Windows to start the game with more virtual memory. Consult Windows Help for information on how to modify your Page file settings.

-3- Installation

You must have a DVD-ROM drive installed and configured properly in your computer in order to install **LEGO® *Star Wars*™ The Complete Saga**.

Installing **LEGO® *Star Wars*™ The Complete Saga**

Please check the following before installing **LEGO® *Star Wars*™ The Complete Saga**:

- **Installation Requires Administrative Rights.**
  You must be logged in with Administrative rights to properly install **LEGO® *Star Wars*™ The Complete Saga**. Please consult the computer administrator for assistance. Windows Vista standard users will be prompted for the administrative login during installation.
- **Installation Language.**
  You may be prompted to choose your setup language at the beginning of installation. This language selection is the language you will see during installation.
- **Available Hard Drive Space.**
  Please confirm the amount of available hard drive space on your computer before installing **LEGO® *Star Wars*™ The Complete Saga**. 5.0GB of free hard drive space is required to install the game.
- **Installing to a Hard Drive Other Than Drive C.**
  Installation requires hard drive space on your C drive even when you install to a different hard drive because InstallShield stores uninstall information on the C drive. Because of this, you may see an error during installation stating that you do not have enough free

space to install the game when there is ample room available in the install directory. If this occurs, you will need to free at least 20 MB on the C drive prior to installation.

Installing DirectX 9.0c

Microsoft DirectX 9.0c (March 2009) will be automatically installed during the installation of **LEGO® *Star Wars*™ The Complete Saga** if this or a more recent version is not already properly installed on your computer.

We recommend that you have at least an additional 500 MB of free space available for the Windows swap/page file and save games after installing **LEGO® *Star Wars*™ The Complete Saga.** If you have too little free space on your hard drive after installing the game, you may be unable to start the program.

Installation Methods

You can choose a default or custom installation path for **LEGO® *Star Wars*™ The Complete Saga** during setup.

Installing using the **Easy Install** option selection will install to the default directory and install DirectX 9.0c, if it is not already installed on your computer, and prompt you to launch the game at the end of installation.

The default locations are:

- 32-bit Windows XP and Windows Vista operating systems:
  - C:\Program Files\LucasArts\ LEGO Star Wars - The Complete Saga
- 64-bit Windows XP and Windows Vista operating systems:
  - C:\Program Files(x86)\LucasArts\ LEGO Star Wars - The Complete Saga

If you wish to install to a location other than the default location, then uncheck the **Custom Install** option selection during setup and you will be prompted to choose an installation location of your choice during setup.

Playing LEGO® *Star Wars*™ The Complete Saga with a Limited (Restricted) or Standard User Account

You will be able to play **LEGO® *Star Wars*™ The Complete Saga** on a Limited (Restricted) or Standard User account after the game has been installed.

Disc Ejected During Install

If the disc is removed from the drive during installation, the installation may be incomplete or the game may crash to the desktop. To reinstall the game, insert the **LEGO® *Star Wars*™ The Complete Saga** disc and run **Setup**, which is located in the root folder on this disc. This will properly install the game.

Feature or Component Transfer Error

You may see a Feature or Component Transfer Error message when installing the game. If this occurs, you may have purchased a defective disc, or the disc may be incompatible with your optical drive. Please try running the installer on another computer to assure that the disc is functioning properly.

Shortcut Does Not Appear on the Desktop

By default, shortcuts to the game title are not created on a user's desktop in either Windows XP or Windows Vista. If you wish to create a shortcut for the game title on your desktop then you will need to copy the shortcut for the game title from your Start Menu to the desktop. In Windows Vista, the shortcut to the game is located in the **Games Explorer** folder located in **Games** folder in the Start Menu.

Unable to Launch the Game after Installation

If you are experiencing problems trying to launch the program after a successful installation, please try the following:

- Reboot the computer and try launching the program again.
- Make sure you have the game disc in a local optical drive.
- Close all other running applications, especially things such as: Clean Sweep, anti-virus software, ZoneAlarm, and disc burning software (for example: Nero or EZ CD Creator).
- If you have more than one local optical drive, try all drives.
- If you have a Virtual Drive installed, make sure it is disabled.
- Make sure you have updated drivers for your optical drive AND that you have the latest motherboard drivers available.
- Make sure you wait for the "Play" disc authentication after the program launches. It can take up to one-half minute or more for initial disc authentication. Your mouse pointer may change into a spinning disc pointer while the disc is authenticating.

If you have tried all of the above and are still having trouble, please generate an analysis file for submission to the SecuROM Technical Support group for assistance. The analysis file contains important information to help us analyze the program launch issues you are experiencing. After successfully creating the file, the necessary data will be exported and stored in an "AnalysisLog.sr0" file. Please perform the following steps:

- **Windows XP:**
  - Make sure you have the retail "Play" disc in a local optical drive.
  - Reboot your system to ensure you start the process from a clean environment.
  - Locate the game launcher, which is named **LEGOStarWarsSaga.exe**. This file is located in the directory where you installed **LEGO® *Star Wars*™ The Complete Saga.**
  - Right click (right mouse button) on the executable and several menu options will appear.
  - Choose "Launch Analysis" from the menu and release the mouse button.
  - Shortly, a disclaimer window will appear.
  - To proceed, please click on the "Yes" button.
  - The application will now generate an AnalysisLog.sr0 file within the root of your C:\ partition (hard drive).
  - Another dialog will appear to signify the successful generation of the analysis file. Click the "OK" button to finish.
- **Alternative Steps and Windows Vista users:**
  - If you are unable to complete the steps above, or you are running Windows Vista, you will need to use the Command Prompt in order to run the analysis tool. This will require setting up your system to show hidden files and folders so you can view and access the files that you need to run the analysis from. To do this:
    - Go to the 'Start' menu and left-click on 'Control Panel'.
    - Left-click on 'Appearance and Personalization', then select 'Folder Options'.

    - Select the 'View' tab.
    - Select 'Show hidden files and folders'. You should now be able to see hidden files and folders on your system.
- Now, to create an analysis file, complete the following steps:
    - Make sure you have the retail “Play” disc in a local optical drive.
    - Reboot your system to ensure you start the process from a clean environment.
    - Locate the game launcher, which is named RepublicHeroesLauncher.exe. This file is located in the directory where you installed **LEGO® *Star Wars*™ The Complete Saga**.
    - Right click (right mouse button) on the game launcher, titled **LEGOStarWarsSaga.exe** executable and several menu options will appear.
    - Go down to **Properties**.
    - Copy the already highlighted TARGET information, by selecting **CTRL & C**.
    - From the keyboard, click on the **Windows** button (between Ctrl and Alt keys) and the letter **R** at the same time. This will open a 'Run dialog box'.
    - Type **CMD** with the keyboard and press **ENTER** with the keyboard or click on the **OK** button with the mouse. A DOS window should appear.
    - In the DOS window, type **CD** from the keyboard, and press **ENTER**. This should take you to the root of your C:/ drive.
    - Now, move the mouse cursor into the DOS Window and **Right-Click** with your mouse, and select **PASTE** from the menu selection box that appears.
    - Press the space bar once, and add the text **/SECUEXP** and press Enter. Your entire line should look something like **C:\Program Files\LucasArts\LEGOStarWars-TheCompleteSaga\LEGOStarWarsSaga.exe /SECUEXP** (your text may look different if you elected to install the game to a different directory at the time of setup).
    - Press **ENTER** on keyboard
    - A disclaimer window may appear on your screen. To proceed, please click onto the **YES** button. A window stating that an Analysis log will be generated may appear, if so click the **OK** button.
    - **Windows XP**:
        - An **AnalysisLog.sr0** file will be saved to the root of your C:\ drive. To locate it, go to **MY COMPUTER** open your C:\ drive and you should see the 'AnalysisLog.sr0' file.
    - **Windows Vista:**
    - The **AnalysisLog.sr0** file will be stored on your desktop, or the following path:
    - **C:\Users\<YOUR WINDOWS USER NAME>\AppData\Local\Temp\AnalysisLog.sr0**.If by chance this folder is hidden, you may have to display hidden folders. Just follow the steps above under **Alternative Steps and Windows Vista users** above.
- If you have access to do so, please zip the 'AnalysisLog.sr0' file using a program such as WinZip, WinAce, or WinRAR (to prevent email corruption) and send this file as an attachment to **support@securom.com**.
- Please email the .sr0 file or zip file with a description of your issue with as much detail as possible. Be sure to include things you have already tried. Please submit this information by attaching the analysis file and to an email and sending it to **support@securom.com**.

Thank you for your cooperation and understanding. Please accept our sincerest apology for any inconvenience you have experienced. Our goal is to solve your launch issues as efficiently and quickly as possible.

Disclaimer: The ability to generate the analysis file has been developed with your personal interest in mind to check for possible hardware and/or software incompatibility on your PC. To shorten the analysis time, system information is collected (similar to Microsoft's

msinfo32.exe program). Data will be compared with the SecuROM knowledge base to determine hardware and/or software conflicts. Submitting the analysis file is totally voluntary. The collected data is for evaluation purposes only and is not used in any other manner.

Can I Move the LEGO® *Star Wars*™ The Complete Saga Folder After I Install?

If you wish to move the **LEGO® *Star Wars*™ The Complete Saga** folder to a new folder, we recommend that you uninstall first, then reinstall to the new location. Simply moving the folder will cause the uninstaller to be unable to find the program and you will need to manually uninstall the game.

-4- Performance

Performance Issues in LEGO® *Star Wars*™ The Complete Saga

When running **LEGO® *Star Wars*™ The Complete Saga** on the minimum required system, you may experience the following issues:

- There may be stuttering in the voice and sound.
- There may be pauses or hitching during the cutscene movies.
- There may be a slight hitch in gameplay when sound effects play in the game.
- There may be slow downs or stuttering during gameplay.
- Transitions may take a long time.

This occurs most frequently when other programs are running or if your system resources are below 70%. Freeing up system resources may improve performance in the game. For more information, please refer to the **Close All Other Programs before LEGO® *Star Wars*™ The Complete Saga** section below.

Improving Performance in LEGO® *Star Wars*™ The Complete Saga

The following are a few suggestions that may free up system resources and improve performance in **LEGO® *Star Wars*™ The Complete Saga**.

To run **LEGO® *Star Wars*™ The Complete Saga** with optimal performance:

- No other programs should be running in the background.
- System resources should be at least 70% free.
  - To check this:
    - Right click on the **Task Bar**, choose **Task Manager**, choose the **Performance** tab, and check **CPU Usage**.
- There should be at least 500 MB of free hard disk space after installation.

Adjusting Configuration Options for Optimal Performance

- **LEGO® *Star Wars*™ The Complete Saga** will analyze your computer's capabilities and adjust the in-game Video Settings to give you the best visual quality for performance. If you experience performance issues when running **LEGO® *Star Wars*™ The Complete Saga**, we recommend trying a lower screen resolution which can be adjusted from the **Video Options** menu. If that does not work, then turn off Enhanced Graphics in the **Video Options** or turn all **Effects Settings** to their lowest possible settings.

Close All Other Programs before Running LEGO® *Star Wars*™ The Complete Saga

Please close all other programs before running **LEGO® *Star Wars*™ The Complete Saga**. This includes virus-scanning, word processing, and Internet programs. Simply disabling these programs will not always help, as the programs still use resources that are needed to run **LEGO® *Star Wars*™ The Complete Saga**. If you experience problems completely closing programs that are running, consult the documentation for those individual programs. This is a common problem when trying to completely disable virus-scanning software.

-5- Video Issues

This section of the Troubleshooting Guide will provide you with information on problems encountered with specific video cards while running **LEGO® *Star Wars*™ The Complete Saga**. First check to see if your chipset is listed in the **Currently Supported Cards and Chipsets** section below. If your chipset is supported but you are unable to resolve any video issues through this Troubleshooting Guide, please contact your hardware manufacturer for updated video drivers. We have included a list of web sites for downloading drivers for your specific card at the end of this document.

General Information and Troubleshooting Tips

For best performance and to allow all graphical features to be enabled please ensure that the FSAA option in your graphics card's control panel applet is set to '**Application Controlled**'.

Vertex Shader and Pixel Shader Capability

Your graphics card must support Pixel Shader v2.0 or higher to run **LEGO® *Star Wars*™ The Complete Saga**.

FSAA (Full Screen Anti-Aliasing)

FSAA (Full Screen Anti-Aliasing) is considered an advanced feature, which requires extra processing power and resources from your video card. This feature may adversely affect your frame rate if your video card does not have the power to render it. If you experience low frame rates with this feature enabled, we recommend that you set **FSAA** to **Off** in your video cards control panel. Consult with your video card documentation on how to achieve this.

Low-end Graphics Card Issues

When using a low-end graphics card, you may experience the following issues when playing **LEGO® *Star Wars*™ The Complete Saga:**

- Textures may be missing or they may display incorrectly.
- Performance may be slow in some areas.
- You may see poor frame rate in the game especially if you use a high in-game resolution.

Please check **Adjusting Configuration Options for Optimal Performance** in **Performance** (Section 4) of this Troubleshooting Guide for recommended settings if you experience any of the issues listed above.

Black Screen after Changing In-Game Resolutions

When selecting a resolution in the Video Settings menu, the screen may go black and display an 'out of frequency message' or the game may display incorrectly. This occurs when you select a resolution that your monitor cannot display correctly. If this occurs, wait 10 seconds without pressing any buttons on your keyboard or mouse and the resolution should revert back to its previous setting. If the screen does not recover, we recommend that you delete the settings file, which will set the game options to the default settings. To do this:

- Open the Windows **Control Panel**
- Select **Folder Options**
- Select the **View** Tab
- Select **Show hidden files and folders**.
- Navigate to the following location:
  - **Windows XP**: C:\Documents and Settings\<Current User>\Local Settings\Application Data\LucasArts\LEGO Star Wars - The Complete Saga
  - **Windows Vista**: C:\Users\<Current User>\AppData\Local\LucasArts\LEGO Star Wars - The Complete Saga
- Delete the file named **PCCONFIG** (OR **PCCONFIG.TXT** if you have file extensions enabled) from this location.

Poor Performance and Missing Textures

You may experience poor performance and/or missing textures when playing **LEGO® *Star Wars*™ The Complete Saga**. If this occurs, please check the following:

- Make sure that your video card is supported. Please refer to **Currently Supported Cards and Chipsets** in this section of the Troubleshooting Guide to see if your chipset is listed.
- Make sure you have the latest drivers for your video card. Please check this section of the troubleshooting guide for the list of drivers that were tested with this game.
- Make sure that the Video Resolution in the Video Settings menu is set to a lower resolution.

System Tray Application Icons

Application tray icons that regularly refresh or periodically update such as new mail notification icons, system temperature monitors, or any animated icon may appear to flash in the bottom right corner of the screen while in game. We recommend that you either close the application associated with the tray icon, set the application to not update the tray icon, or disable the tray icon entirely while playing **LEGO® *Star Wars*™ The Complete Saga**.

Integrated Video Chipsets

When your computer has an onboard video chip on the motherboard and the system only meets the minimum requirement for RAM, you may experience various problems that occur because the video chipset may use system memory for its video memory. You may experience the following issues:

- **LEGO® *Star Wars*™ The Complete Saga** may not run.
- Transitions may be slow.
- The frame rate may be slow and choppy.
- Sound may stutter and pop.

Setting Up Your Monitor

If you experience any video problems, you should make sure that your monitor is set up correctly in the display control panel. To do this:

- **Right-click** on the desktop where there are no icons.
  - **Windows XP:**
    - Choose **Properties** from the shortcut menu.
    - Click on the **Settings** tab.
    - Click on **Advanced…**
  - **Windows Vista:**
    - Choose **Personalize** from the shortcut menu.
    - Click on **Display Settings**.
    - Click on **Advanced Settings…**
  - Select the **Monitor** tab and click on **Properties**.
  - Click on the **Driver** tab.
  - Click on **Update Driver…**
  - Choose **Install** from list or specific location…
  - Choose **Don't search**. I will choose the driver to install…
  - Click on **Next>**
- Choose your monitor from the list. If you are unable to find your monitor listed, please consult the manufacturer of your monitor to see if they have Windows drivers available. This driver allows Windows to set up the monitor correctly.
- If the correct monitor is not an option in **Show Compatible Devices**, click on **Show All Devices,** scroll through the list of manufacturers, click on the correct one, then click on the name of your monitor. If you are unable to find the correct monitor listed, go to standard monitor types at the top of this list and select **Plug and Play** or **Generic PnP Monitor**. This driver should work with most Windows compatible plug and play monitors, and may correct issues with some older graphics cards.

Non-DDC Monitors

We have found that when using a non-DDC monitor, refresh rates and resolutions may not be reported correctly to Windows. A Non-DDC (Display Data Channel) monitor cannot communicate with the video card to access information regarding the supported resolutions and refresh rates. When using a non-DDC monitor, you may experience the following issues at certain resolutions:

- Black screens
- Stretched or skewed screen sizes
- The game may draw past the bottom and right margins of the screen when the in-game resolution is set to 800x600 or 1152x864.
- The top portion of the screen may not be visible.

To correct these issues, you will need to choose a different in-game resolution from the in-game **Resolution** menu of **LEGO® *Star Wars*™ The Complete Saga.**

Flat Panel Monitors

We have found that some resolutions are not scaled correctly with certain video drivers when using a flat panel monitor. This is an issue with the manufacturer display drivers themselves, and not an issue with **LEGO® *Star Wars*™ The Complete Saga**. When using a flat panel monitor, you may experience the following issues at certain resolutions:

- Stretched or skewed screen sizes.
- The game may draw past the bottom and right margins of the screen when the in-game resolution is set a resolution higher than 1280x800.
- The top portion of the screen may not be visible.

To correct these issues, we recommend that you select a different Screen Resolution from the **Resolution** menu in **LEGO® *Star Wars*™ The Complete Saga.**

Testing Your Graphics Card with DirectX Diagnostics in Windows XP

If your still experiencing problems with the game and you have checked all of the settings above, you can check to ensure that your system is setup properly with DirectX 9.0c. To do this, you will want to run the **DirectX Diagnostics** program in Windows XP to test your graphics card. To do this:

- Click on **Start** to open the start menu.
- Click on **Run...**
- Type **DXDiag** into the Run dialog box.
- Click **OK**. This takes you to the DirectX Diagnostics screen.
- Click the tab that says **Display**, and then click on **Test** next to Direct3D. If your card fails these tests, you may have problems running **LEGO® *Star Wars*™ The Complete Saga** or any other program that requires Direct3D.

Checking Your Performance Rating in Windows Vista

To ensure your graphics card meets the minimum requirements to play **LEGO® *Star Wars*™ The Complete Saga** you can check the Gaming Graphics Index Rating in the Control Panel. To do this:

- Click on **Start** to open the start menu.
- Click on **Control Panel**. This takes you to the Windows Vista Control Panel.
- Click on **System and Maintenance**.
- Click on **Performance Information and Tools**. This takes you to the Rate and Improve Your Computer's Performance screen.
- Look at **Gaming Graphics subscore**. If your score is lower than 2.0 then you may have problems running **LEGO® *Star Wars*™ The Complete Saga**.

Currently Supported Cards and Chipsets

Below is a list of the video cards and chipsets that are supported in **LEGO® *Star Wars*™ The Complete Saga**. If you do not see your card listed, but you do see a chipset that matches the one used on your card, you should be able to play **LEGO® *Star Wars*™ The Complete Saga**.

NOTE: Some of the following cards will work with **LEGO® *Star Wars*™ The Complete**

Saga, but exhibit certain issues listed below under **Specific Video Issues**. When using any of these cards and chipsets, you should be using the latest drivers for your card unless noted below. We have included a list of web addresses for downloading drivers for your specific card at the end of this document.

Supported Card List

- ATI Radeon 9500 through 9800
- ATI Radeon X300 through X1950
- ATI Radeon HD 2000 series
- ATI Radeon HD 3000 series
- ATI Radeon HD 4000 series
- ATI FireGL V3350 & V7350
- Intel GMA X4500
- Intel 945, 965G
- NVIDIA GeForce FX 5200 through 5950
- NVIDIA GeForce 7000 series
- NVIDIA GeForce 8000 series
- NVIDIA GeForce 9000 series
- NVIDIA GeForce GTX 200 series
- NVIDIA GeForce GT 100 series
- NVIDIA ION
- S3Graphics Chrome S27 and S40
- S3Graphics 400 series
- S3Graphics 500 series

Non-Listed Shader Model 2.0/3.0/4.0 Capable Graphics Cards

LucasArts has made every attempt to test the largest set of graphic cards available to us at the time of release. However, there may be some video cards/chipsets that we were unable to test upon releasing **LEGO® *Star Wars*™ The Complete Saga** due to availability or geographic region limitations**.** If you have a Shader Model 2.0, 3.0 or 4.0 graphics card with at least 256MB of video memory that is not already listed in either of the lists above then there is a good chance that your card may work with the game title. However, should you run into problems when using these cards, please consult the list of known issues and workarounds listed throughout this document to ensure you have the best experience possible with **LEGO® *Star Wars*™ The Complete Saga.** You can also contact us through our support forums and helpdesk to report problems or get help with solutions with your specific video card (See **Section 10** for more information).

Unsupported 3D Chipsets

The following chipsets do not meet the minimum requirements necessary to play **LEGO® *Star Wars*™ The Complete Saga**:

- ATI Radeon 7000 VE
- ATI Radeon 7200/7500
- ATI Radeon 8500 through 9200
- Matrox Parhelia-512
- Matrox Millennium P650/P750
- NVIDIA GeForce 256
- NVIDIA GeForce 2
- NVIDIA GeForce 2 MX/MX 200/400
- NVIDIA GeForce 3
- NVIDIA GeForce 4 MX
- NVIDIA GeForce 4 Ti

- S3Graphics DeltaChrome S4/S8
- S3Graphics GammaChrome S18
- SiS 315
- SiS Xabre200/400/600
- XGI Volari V3/V5 Ultra
- XGI Volari V8

Specific Video Issues

ATI Radeon Chipsets with Non-DDC Monitors

When playing **LEGO® *Star Wars*™ The Complete Saga** on a graphics card with a Radeon chipset with Non-DDC compliant monitors, you may experience the following issues:

- The bottom and right of the game display may not be visible when the in-game resolution is set to 800x600.

-6- Sound Issues

If you are unable to resolve sound problems through this troubleshooting guide, please contact your hardware manufacturer for updated drivers.

DirectX Compatibility

Your sound card needs to be DirectX 9.0c compatible to **LEGO® *Star Wars*™ The Complete Saga**. Consult the **DirectX Setup** section in this Troubleshooting Guide for information about how to check for DirectX support. If the driver for your hardware is not DirectX compatible, check with your hardware manufacturer for updated drivers.

Static or Distortion in LEGO® *Star Wars*™ The Complete Saga

You may occasionally hear static in sound effects or sound distortion when playing **LEGO® *Star Wars*™ The Complete Saga.** This may occur if the volume is set too high, or the environmental effects such as Theatre are disabled for your audio device. If this occurs, we recommend that you lower the volume control in the game or adjust the environmental effects options for your hardware. If that does not address this issue, you may need to lower the volume control in Windows. Some cards work best with the Windows Wave volume set to 50%.

Adjusting Volume Levels within LEGO® *Star Wars*™ The Complete Saga

To access these options:

- Press **ESC** to access the in-game menu.
  - **NOTE**: If you are at the Main Menu, proceed to the following step.
- Select **Options**.
- Select **Sound** and use your cursor, mouse, or gamepad controller to adjust the volumes of the various sound components.

- Select **Accept** to save your settings.

Adjusting the Volume through Windows

With some sound cards, you may want to adjust the volume in the Windows control panel before starting **LEGO® *Star Wars*™ The Complete Saga**, or you may need to exit the game to adjust the volume. Double click on the Volume Control icon on your task bar and adjust the volume control, CD audio and wave volume. If the Volume Control icon is not on your taskbar, follow these directions to adjust your volume:

- Click on the **Start** button on your taskbar.
- Choose **All Programs**.
- Choose **Accessories**.
- Choose **Entertainment**.
- Choose **Volume Control**.
- Adjust the **Wave** Volume slider.
- If you are not hearing any sound, make sure to de-select the MUTE box below the Wave Volume slider.

Default Volume Levels Vary in Different Operating Systems

The default volume levels vary greatly on some sound cards in the different operating systems. Because of this, you may need to adjust your volume control in Windows before entering the game. Please follow the instructions above for information on adjusting the volume through Windows.

Volume Control Programs

Some sound card and/or PC manufacturers may have proprietary software that must be adjusted separately from the Windows Volume control. Consult your hardware documentation for more information.

Keyboard Volume Control

Some of the newer keyboards allow you to adjust your Volume control directly on your keyboard. Consult your hardware documentation for more information.

Powered or Amplified Speakers

If you have powered speakers and have both line-out and speaker-out jacks on your sound card, try plugging your speakers into the line-out jack. Most speaker-out jacks have an amplified signal and may cause static or popping on your amplified speakers. Switching to your line-out jack may greatly improve the sound quality.

General Sound Card Troubleshooting

If your sound card is not set up correctly in Windows, not 100% DirectX, Windows XP, or Vista compatible, or you have a resource conflict, these sound problems may occur:

- You may hear static.
- You may hear repeating sounds.
- There may be no sound.

- The sound may drop out.
- You may experience a clicking or crackling sound.

Testing Your Sound Card in Windows

You can use the **Windows Media Player** to play a sound to make sure your sound card is set up correctly in Windows. To do this:

- Click on the **Start** button on your taskbar.
- Select **All Programs**.
- Select **Accessories**.
- Select **Entertainment**.
- Select **Windows Media Player**.
- Go to the **File** menu.
- Choose **Open...** and choose a sound to test. Please be sure to choose **Files of type: Sound (*.wav)**.

Testing Your Sound Card in DirectX Diagnostics in Windows XP

After installing DirectX 9.0c, you can run the **DirectX Diagnostics** program to test your sound card in Windows XP. To do this:

- Click on **Start** to open the start menu.
- Click on **Run...**
- Type **dxdiag** into the Run dialog box, and click **OK**. This takes you to the DirectX Diagnostics screen.
- Click the tab that says **Sound**, and then click on **Test**. If your card fails these tests, you may have problems running **LEGO® *Star Wars*™ The Complete Saga** or any other program that requires DirectX.

Specific Sound Issues

Creative Labs Inspire T7700

When playing **LEGO® *Star Wars*™ The Complete Saga** with headphones connected to the headphone jack on volume control on the Creative Inspire T7700 7.1 speaker set, you will need to manually set the speaker configuration to Stereo Headphones in the Advanced Audio Properties in the Windows Control Panel. If the speakers are set to Quadraphonic or above, sounds will appear to be missing in the center, side and rear audio channels because they are not being mixed down to stereo.

Creative Labs Sound Blaster Audio Devices

When playing **LEGO® *Star Wars*™ The Complete Saga** on a Creative Labs Sound Blaster audio device, you may not hear sound playing from all speakers. If this occurs, you may need to enable **CMSS: Stereo Up-Mix to Multichannel** in the Creative EAX Console. This feature must be enabled to allow the music, dialogue, and ambient sound to be mixed into the rear channels. NOTE: Please make sure the mixer is not set to 100% front.

Creative Labs Sound Blaster Extigy

When playing **LEGO® *Star Wars*™ The Complete Saga** on a Creative Labs Sound Blaster Extigy audio device, you may not hear positional sound playing from all speakers. If this occurs, you may need to set the speaker configuration to 5.1 Surround Speakers in the Creative EAX Console. This feature must be enabled to allow the music, dialogue, and

ambient sound to be mixed into the rear channels. NOTE: Please make sure the mixer is not set to 100% front.

M-Audio Revolution 7.1

When playing **LEGO® *Star Wars*™ The Complete Saga** on an M-Audio Revolution 7.1 in Windows XP, you may not hear audio playing from the rear or center channels when using 6.1 speakers if the Surround Sound section of the M-Audio Control Panel is set to No Surround Processing or Sensaura mode. If this occurs, we recommend that you set this option to SRS Circle Surround II mode.

SoundMax AC'97

When playing **LEGO® *Star Wars*™ The Complete Saga** on a computer with a SoundMax AC'97 audio device with the windows drivers, you may experience poor performance and audio hitching in the game. We recommend that you check for updated audio drivers for your motherboard, which may correct this issue.

Soundmax (AC'97) AD1985

When playing **LEGO® *Star Wars*™ The Complete Saga** on a computer with a Soundmax (AC'97) AD1985 audio device, you may not hear sound effects in the game. We recommend that you check for updated drivers, which may address this issue.

USB Audio Devices

You may intermittently hear static and distortion in the audio when using any USB Audio Device. This occurs because USB require CPU time to run. Windows allocates 100% of the CPU to the programs that are running, such as **LEGO® *Star Wars*™ The Complete Saga**, while some USB devices take up to 10% of the CPU, in effect trying to use 110% of the resources.

VIA Vinyl AC'97

When using the VIA Vinyl sound device with **LEGO® *Star Wars*™ The Complete Saga**, you may experience significant issues that hamper the gameplay experience of this title. Please check the VIA website for future driver updates, which may resolve any issues that are encountered.

Vortex and Vortex 2 Based Sound Cards

We are unable to provide support for Vortex or Vortex 2 based sound cards in this game. This includes the Turtle Beach Montego family of sound cards, as well as other cards with these chipsets.

-7- Optical (CD/DVD) Drive Issues

You must have a DVD-ROM drive installed and configured properly in your computer in order

to install **LEGO® *Star Wars*™ The Complete Saga**. The **LEGO® *Star Wars*™ The Complete Saga** disc will not function in a CD-ROM drive.

LEGO® *Star Wars*™ The Complete Saga does not access the game disc during play. However, if you are experiencing problems when installing or launching the game, your optical drive may not meet the minimum requirements to run the game or there may be a problem with your drive.

Component Transfer Error

You may see a Component Transfer Error message when installing the game if you purchased a defective disc, or the disc is incompatible with your Optical Drive.

Disc Access Issues

If you experience disc access issues when installing or launching **LEGO® *Star Wars*™ The Complete Saga**, you may have encountered the following issues:

- You may have a dirty or scratched disc.
- Your optical drive may be having trouble reading the disc.
- Your optical drive may be getting old or worn.
- Your optical drive may not be properly installed in Windows.

First, check your disc for any dirt, fingerprints, smudges or scratches. To clean your disc, wipe it gently with a soft cloth, moving in smooth strokes from the center hub to the outer edge of the disc. If your disc looks fine, replace it in the drive and see if you continue to have this problem. If the problem persists, try testing the drive with a different disc.

-8- Controller Device Issues

USB Devices

When using USB devices on your computer, you may occasionally hear static and distortion in audio, or you may experience slow downs and hitching in the game. This occurs because the USB device requires a percentage of the CPU's processing time and **LEGO® *Star Wars*™ The Complete Saga** is also using a portion of the CPU time for the game. If this occurs, we recommend that you disconnect all USB devices that are not in use or try the USB device in a different USB port.

Mouse Issues

Mouse Buttons

LEGO® *Star Wars*™ The Complete Saga does not support playing the game with a mouse. You must use keyboard or a game controller.

Keyboard Issues

Compact Keyboards

Users of compact keyboards, such as those found on laptop computers or some ergonomic keyboards, may experience some problems using the default set of keyboard commands.

Keyboard Limitations

Some keyboards may have limitations in **LEGO® *Star Wars*™ The Complete Saga**. You may be unable to use multiple keys simultaneously. For example: If you are pressing two keys at the same time, only one key may register the action that you chose.

Onboard Keyboard Shortcut Keys

We recommend that you do not use any of the onboard shortcut keys on your keyboard (such as the Start Menu key) when playing the game. Doing so may have adverse affects on the game, such as causing the game to close while you are playing a mission.

Joystick and Gamepad Issues

Gamepad and Joystick Support

Gamepads and joysticks are supported in **LEGO® *Star Wars*™ The Complete Saga.**

Six Button Dual Analog Gamepads are highly recommended. Using a gamepad that does not meet these requirements may hinder game play due to the lack of available buttons, directional pads and/or thumbsticks.

Configuring Gamepads

You may need to manually configure your gamepad the first time you **LEGO® *Star Wars*™ The Complete Saga.** To do this:

- Install your gamepad according to the manufacturer's directions.
- Launch **LEGO® *Star Wars*™ The Complete Saga.**
- Press a button on your keyboard to bring up the main menu.
- Select Control Setup with the ENTER key.
- Select whether Player 1 or Player 2 will use the new controller by pressing **LEFT** of **RIGHT** arrows or the **A** and **D** keys on the keyboard.
- Navigate to the Change Device option on the bottom of the screen and press the **ENTER** key.
- Press any button on the new controller/device.

Note: If you would like to change a button mapping while in this menu, use the keyboard arrow keys to scroll through the menu and highlight the function you wish to re-assign, then press the desired button/stick direction.

- When all functions have been configured, a prompt will appear. Press **ANY BUTTON** on the controller to confirm you are done mapping.
- Your controller should now be configured for use with **LEGO® *Star Wars*™ The Complete Saga**.
- You can make additional changes to the configuration from the **Main Menu** or the **Pause Menu** by navigating to the Controller Config menu, found in the Options' Controls section.

If **LEGO® *Star Wars*™ The Complete Saga** does not detect your game controller, please make sure that you have the latest drivers for your specific game controller installed and configured correctly. If you encounter any issues when attempting to configure your game controller, we recommend that you check your controller manufacturer's website for updated drivers.

-9- DirectX Setup

Technical Overview of DirectX

DirectX is a library provided by Microsoft to run inside the operating system and provide programmers with seamless access to all of the hardware features available today. The DirectX platform provides an environment that allows developers to use a standardized format when programming an application. This makes it easier to support a wide variety of different hardware configurations. Prior to DirectX, developers were forced to write hardware-specific code (with a specific driver for each type and brand of hardware).

NOTE: Some older computers may contain hardware that may not be fully DirectX compatible. For optimum performance in **LEGO® *Star Wars*™ The Complete Saga**, your computer must fully support DirectX. Fortunately, many manufacturers are releasing updated drivers. If you are unsure whether your computer will support DirectX, please contact the manufacturer of your computer for more information.

NOTE: You must have Administrator rights to properly install DirectX.

Checking Your Computer for DirectX Support

After you have installed **LEGO® *Star Wars*™ The Complete Saga** and DirectX, you may want to determine whether DirectX supports your computer hardware. To do this:

- Click on **Start** to open the start menu.
- Click on **Run…**
- Type **dxdiag** into the Run dialog box, and click **OK**. This takes you to the DirectX Diagnostics screen.
- Click on the **Display 1, Display 2, Sound 1**, and **Sound 2** tabs.
- If you are experiencing any problems while running **LEGO® *Star Wars*™ The Complete Saga** in Windows XP, we recommend that you test DirectDraw, Direct3D and DirectSound on their respective screens. If any of these tests fail, please check for updated drivers for the hardware that failed the test. If you continue to have problems after updating the drivers, we recommend that you contact the hardware manufacturer of that device for further assistance.

NOTE: The **Display 2** tab will only be available if you have two video cards in your computer for a multi-monitor support. The **Sound 2** tab will only be available if you have

two audio devices on your computer. This tab will be available if you are using USB Headsets.

-10- How to Contact Customer Support

Customer Support

You should read through the manual and the readme file on the CD before contacting Activision Customer Support. Additionally, if you have internet access, search our troubleshooting database at: **http://www.activision.com/support**

Please ensure that your computer system meets the minimum system requirements that are listed on the back of the game case. Our Customer Support representatives will not be able to help customers whose computers do not meet the requirements. So that we can better help you, please have the following information ready:

1. Complete product title (include version number)
2. Exact error message reported (if any) and a brief description of the problem
3. Your computer's processor type and speed (e.g. Pentium 4 2.4GHZ, Athlon XP 3000, etc…)
4. Amount of RAM
5. Make and model of your video and sound cards (e.g. Radeon 9800 Pro, Creative Sound Blaster Audigy 2, etc…)
6. Make and model of your CD-ROM or DVD-ROM drive (e.g. Samsung SC-140)
7. Operating system

NOTE: Please do not contact Customer Support for hints/codes/cheats; only technical issues.

NOTE: Internet support is handled in English only.

Internet:

http://www.activision.com/support
Our support section of the web has the most up-to-date information available including patches that can be downloaded free-of-charge. We update the support pages daily so please check here first for solutions. By going to the Find Answers section and selecting the platform/game you are inquiring about you can view the top solutions for the game to date. If you don't find your question/solution there try using inputting a keyword into the search.

Customer Support in the UK

Before contacting customer support, please consult the technical help file. It contains the answers to some of our most frequently asked questions and may quickly and easily provide a solution to your difficulty. If after reviewing the technical help file you are still experiencing problems, please feel free to contact us through any of the online services listed.
In order to assist us when dealing with your difficulty, please have the following information ready when you call or attach it to your question/incident when using our online support form.

1. Complete product title.
2. Exact error message reported (if any) and a brief description of the problem.
3. A copy of your Direct X Diagnostics report. To access this go to Start –> Run and type dxdiag c:\dxdiag.txt and press ENTER. The report will be found in your My Computer C: drive.

If you are experiencing difficulty with the multiplayer or online portion of the product, please assist us by having the following additional information ready when you call.

If you are using a modem:

4. What kind of modem is on each end (brand, model, speed, internal or external)?
5. Do you have more than one modem?
6. On which port is each configured?
7. Does Hyperterminal (or any other terminal program) work with your modem? This is an easy way to test whether or not your modem is configured correctly.
8. At what speed are you connecting?
9. Have you made sure data compression, error detection, and flow control is turned OFF? Refer to your modem's manual to do this.

If using an external modem:

10. What kind of serial card is being used?
11. Do you have a seven-wire serial cable?

If you are on a LAN:

12. Can you see other computers on the network?
13. What is your network configuration?
14. What brand of network card do you have?
15. What network software are you running? What version number?

CUSTOMER AND TECHNICAL SUPPORT IN EUROPE

Online Services with Activision Forums, E-Mail and File Library Support

We advise for cost efficiency that you use our online web support.

NOTE: Please do not contact Customer Support for hints/codes/cheats; only technical issues.

Internet: http://www.activision.com/support

Our support section of the Web has the most up-to-date information available. We update the support pages daily, so please check here first for solutions. If you cannot find an answer to your issue, you can submit a question/incident to us using the online support form. A response may take anywhere from 24–72 hours depending on the volume of messages we receive and the nature of your problem.

Note: Internet support is handled in English only.

Phone Support

For any other issues not covered by our web or email support, you can contact Activision's phone support in the UK on + 44 (0)870 241 2148 between the hours of 9.00am and 5.00pm

(UK time) Monday to Friday with the exception of holidays. Local rates apply.

Your calls may be monitored

Please do not send any game returns directly to Activision without first contacting Customer Support. It is our policy that game returns/refunds must be dealt with by the retailer or online site where you purchased the product. Please see the Limited Warranty contained within our Software License Agreement for warranty replacements.

Assistance Technique En France

Support clients

SERVICE CONSOMMATEURS ACTIVISION

Pour tout savoir sur les produits ACTIVISION, pour connaître les astuces et les solutions qui vous permettront de progresser dans nos jeux, pour télécharger des démos** ou pour participer à nos concours et gagner nos dernières nouveautés...

Contactez le service consommateurs ACTIVISION 24 h / 24 et 7 jours sur 7.

Par minitel: 3615 ACTIVISION*
Par téléphone: 08 92 68 17 71*
Sur notre site web: http://www.activision.com/support, si vous avez un accès à Internet.

Un testeur-joueur pourra aussi répondre à toutes vos questions et vous guider dans vos quêtes et aventures (réponse personnalisée sous 24 h, jours ouvrés).
* Tarif en vigueur au 01/04/00, pour la France métropolitaine : 0,34 euros/min © 2002 CPP.
** Uniquement sur notre site Web.

Hotline Technique
0825 15 00 24* ou par e-mail: activisionsav@loisir.net

* Quelque soit l'origine de l'appel: 0,15 euros/min TTC © 2002 CPP RCS B 395 093 172
Horaires : du lundi au vendredi de 16 heures à 19 heures.

Pour le service clientèle dans les pays francophones, veuillez contacter votre revendeur local ou Activision par les services en ligne.

KUNDENDIENST FÜR DEUTSCHLAND, ÖSTERREICH UND DIE DEUTSCHSPRACHIGE SCHWEIZ

Unsere Technische Supporthotline ist Montag bis Samstag für Ihre technischen Fragen zum Spiel da. Bitte halten Sie bei Problemen mit dem Spiel oder seiner Installation auf Ihrem PC auf jeden Fall alle wichtigen Informationen parat, vor allem bei PC-Problemen ist eine Analyse nur mit genauen Informationen Ihres PCs möglich, da es hunderte verschiedener Konfigurationen gibt.

Helfen Sie uns daher bitte vor Ihrem Anruf!

Sie werden von unseren Mitarbeitern nach diversen Systemkomponenten gefragt, die sie am einfachsten im Überblick haben, wenn Sie folgendes machen:

Im "Start"-Menü gehen Sie auf den Menüpunkt "Ausführen".
Im nun erscheinenden Fenster tippen Sie "dxdiag" (ohne die Anführungszeichen) ein.
Es öffnet sich nun das Diagnoseprogramm von DirectX. In diesem Fenster klicken sie nachdem der Prüfungsprozess (blauer Balken rechts unten) ganz abgeschlossen ist auf "Alle Informationen speichern..." (3. Button von links). Es wird eine Textdatei generiert, die alle wichtigen System- und Treiberinformationen enthält.
Speichern Sie diese am besten auf Ihrem Desktop ab, damit sie während des Gesprächs alle Informationen für unsere Servicemitarbeiter parat haben.

Für Kunden aus DEUTSCHLAND:

Hotlinezeiten
Mo-Fr. 11-20 Uhr
Sa. 12-18 Uhr

TECHNISCHE FRAGEN
09001 – 22 51 55
(€ 0,59 pro Minute*)

SPIELETIPPS
09001 – 51 00 55
(€ 1,25 pro Minute*)

Für Kunden aus ÖSTERREICH:

TECHNISCHE FRAGEN
0900 – 24 12 32
(€ 0,676 / Minute)

SPIELETIPPS
0900 – 400 724
(€ 1,55 pro Minute)

Für Kunden aus der SCHWEIZ:

TECHNISCHE FRAGEN
0900 – 25 24 23
(CHF 1,50 / Minute)

SPIELETIPPS
0900 – 98 00 98
(CHF 2,13 pro Minute)
Online-Support

Auf unserer Webseite finden Sie auch ein Supportformular, mit dem Sie unseren Support kontaktieren können!

Dort finden Sie auch Spieleinformationen und Neuigkeiten: www.activisionvip.de

**Ihre genauen Kosten können Sie über Ihren Telekommunikationsanbieter erhalten, unser*

Beispiel zeigt die Kosten der Deutschen Telekom AG.

Assistenza Tecnica Clienti in Italia

Qualora abbiate riscontrato dei problemi nell'utilizzo del prodotto, o un difetto dello stesso,vi invitiamo a rivolgervi direttamente ed esclusivamente al rivenditore presso il quale avete acquistato il prodotto ovvero al servizio assistenza clienti qui oltre identificato (cfr. D. Lgs. 6 Settembre 2005 n. 206 e sue successive modificazioni).

Servizi on-line con forum Activision, e-mail e librerie di supporto

- Internet: http://www.activision.com/support
- E-mail: support@activision.co.uk

ASSISTENZA TECNICA CLIENTI IN EUROPA

Per ottenere assistenza tecnica si può contattare Activision in Gran Bretagna al numero +44 (0)870 241 2148 negli orari 08.00 - 17.00 (ora locale) da lunedì a venerdì, il sabato dalle 08.00 alle 17.00. Sono esclusi i giorni festivi.

IN ITALIA

Consulta il manuale per ulteriori informazioni sulla società responsabile del Servizio Clienti per questo prodotto.

Servizio di Assistenza Tecnica Leader Distribuzione SpA

Tel: +39 0332 870579 da lunedì a venerdì dalle 9.00 alle 13.00 e dalle 14.00 alle 20.00. Tariffazioni locali applicate.
Fax: +39 0332 870890
E-Mail: collegarsi al sito www.leaderspa.it e lasciare un messaggio
Internet: http://www.leaderspa.it

Servizio Assistenza Tecnica Halifax

Grazie per aver acquistato questo prodotto.

Qualora abbiate riscontrato dei problemi nell'utilizzo dello stesso, vi invitiamo a rivolgervi al **Servizio Assistenza Tecnica Halifax** che risponde al seguente numero telefonico: **02/4130345**. Tariffazioni locali applicate.
Un operatore sarà a vostra disposizione **dal lunedì al venerdì**, **dalle ore 14 alle ore 19**.

È inoltre possibile accedere al nostro Servizio Assistenza Tecnica **on-line** compilando un semplice form: **http://www.halifax.it/assistenza.htm**

oppure inviandoci una mail al seguente indirizzo: **assistenza@halifax.it**

Per una maggiore efficienza, vi preghiamo di riportare sempre i seguenti dati:

• negozio presso il quale è stato acquistato il software o la periferica
• tipologia dell'errore o del malfunzionamento riscontrato

Si ricorda che questo servizio è esclusivamente inerente al supporto tecnico: non potranno quindi essere forniti trucchi e/o soluzioni, per i quali vi invitiamo a consultare il Forum Halifax al seguente indirizzo: **http://forum.halifax.it**

Per il supporto tecnico e il servizio clienti nei paesi non menzionati fate riferimento al distributore locale dei prodotti Activision o ai nostri servizi on-line (tenete presente che questi servizi sono esclusivamente in lingua inglese).

Servicio de Atención al Cliente: España

Si experimentas algún problema técnico con este juego o necesitas alguna ayuda o pista, no dudes en ponerte en contacto con
nosotros en:

NEXIUM
Complejo Empresarial IMCE – Edificio B
C/ Enrique Granados, 6
28223 Pozuelo de Alarcón – Madrid
Telf/Fax: 902.366.870
Email: activision@nexiumcs.com

Nuestro horario es de lunes a viernes de 9:00 a 14:00 horas y de 15:00 a 18:00 horas.

Coste de establecimiento de llamada 0,083 €. Coste de llamada por minuto de 0,067 €. Tanto el coste de establecimiento de llamada como el coste de llamada por minuto pueden estar sujetos a pequeñas variaciones dependiendo del operador de telefonía fija o móvil desde el que efectúe la llamada o según las ofertas que pueda tener contratadas con su proveedor de telefonía. Para cualquier duda, por favor, aconsejamos que consulte con su compañía habitual de telefonía, tanto fija como móvil.

Asimismo, si lo prefieres, para cualquier problema técnico, pistas o trucos sobre uno de nuestros juegos, envía un correo electrónico a **activision@nexiumcs.com**
No olvides indicar en qué consiste el problema y la versión o plataforma del juego. Cuantos más detalles nos des, major podremos ayudarte.

Dansk Kundesupport

Onlinetjenster med Activision Forum og E-mail.

Onlinesupport
http://www.activision.com/support

Vores supportdel på internettet har de nyeste oplysninger tillgængelig. Vi opdaterer

supportsiderne dagligt, så tjek her først for at se, om der er en løsning, du kan bruge. Denne tjeneste er tilgængelig døgnet rundt hele ugen, og her finder du en komplet liste over kendte problemer samt de seneste opdateringer/programrettelser.

E-mail-support
Hvis du har brug for e-mail-support vedrørende et problem, der ikke dækkes af vores websted, skal du kontakte: support.dk@panvision.com

Kontakt ikke Kundesupport for at få tip/koder/snydekoder. Kundesupport er kun beregnet til løsning af tekniske problemer.

-11- Web Sites

The list below is provided to assist you in finding the latest drivers for your sound and/or video hardware. Please check your hardware manufacturer's web site for updated drivers for your specific card.

A-Bit	**www.abit.com.tw**
AMD	**www.amd.com**
Asus	**www.asus.com**
ATI Technologies	**www.ati.amd.com**
BFG	**www.bfgtech.com**
C-Media	**www.cmedia.com.tw**
CH Products	**www.chproducts.com**
Compaq	**www.compaq.com**
Creative Labs	**www.creative.com**
DELL Computer	**www.dell.com**
Diamond Multimedia	**www.diamondmm.com**
EVGA	**www.evga.com**
Gainward	**www.gainward.com**
Gateway	**www.gateway.com**
Guillemot	**www.guillemot.com**
Hercules	**www.hercules.com**
Hewlett Packard	**www.hp.com**
HIS	**www.hisdigital.com**
Intel	**www.intel.com**
Kensington	**www.kensington.com**
Logitech	**www.logitech.com**
M-Audio	**www.m-audio.com**
Matrox	**www.matrox.com**
Microsoft	**www.microsoft.com**
MSI	**www.msi.com.tw**
NVIDIA	**www.nvidia.com**
PNY	**www.pny.com**
Razer	**www.razerzone.com**
Realtek	**www.realtek.com.tw**
Saitek	**www.saitek.com**
S3Graphics	**www.s3graphics.com**
SoundMAX	**www.soundmax.com**
ThrustMaster	**www.thrustmaster.com**

Turtle Beach	**www.tbeach.com**
VIA Technologies	**www.via.com.tw**
Visiontek	**www.visiontek.com**
XFX	**www.xfxforce.com**

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